

BEFORE THE
ILLINOIS COMMERCE COMMISSION

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COMMERCE COMMISSION

2003 MAY 23 A 10: 25

Buyers United, Inc. :
d/b/a buyersonline :
d/b/a United Carrier Networks :
Application for a certificate of : Docket No. 03-0273
interexchange authority to :
operate as a reseller of :
telecommunications services :
in the State of Illinois. :

CHIEF CLERK'S OFFICE

DIRECT TESTIMONY OF KIMM PARTRIDGE
ON BEHALF OF BUYERS UNITED, INC.

Q: Please state your name and business address for the record.

A: Kimm Partridge, 14870 South Pony Express Drive, Bluffdale, UT 84065.

Q: By whom are you employed and in what capacity?

A: Buyers United, Inc. ("Buyers United"). I am its Secretary.

Q: Is the address of the company the same as that which you have just supplied?

A: Yes.

Q: Please describe your duties for the company.

A: As Secretary, I am in charge of coordinating all administrative and regulatory issues relating to new and/or existing services of Buyers United.

Q: Please provide a brief background on your experience in telecommunications.

A: Since being named corporate Secretary in the first quarter of 2003, I have been responsible for coordinating administrative and regulatory matters related to the company's telecommunications operations. I have been involved in all aspects of Buyers United's certification and regulatory compliance efforts in each state in which Buyers United conducts its telecommunications business.

OFFICIAL FILE

I.C.C. DOCKET NO. 03-0273

Exhibit No. 1

Witness

Date 6/11/03 Reporter

Prior to being named corporate Secretary, I worked closely with the company's President, Paul Jarman.

In total, I have been employed by Buyers United for five years. In this time, I have developed an understanding and working knowledge of the complex and ever-changing telecommunications industry in which Buyers United operates.

Buyers United also utilizes experienced telecommunications legal counsel and consultants when such assistance is required. As Secretary, I am responsible for overseeing and monitoring the work performed on Buyers United's behalf by these experts.

In addition, Buyers United has an experienced and competent management team, as indicated in Exhibit 6 of its Application, copied hereto at Attachment 1.

Q: Are you familiar with the Application your company submitted to this Commission?

A: Yes.

Q: Do you ratify and confirm the statements and representations made in that Application?

A: Yes.

Q: What is the ownership structure of Buyers United, Inc.?

A: Buyers United is a publicly traded Delaware corporation. The company's stock symbol is: BYRS.OB.

Q: Which carrier or carriers serve as your underlying carrier?

A: Buyers United resells the interexchange telecommunications services of Qwest Communications Corporation, Global Crossing, MCI WorldCom and WilTel.

Q: Do any other carriers provide Buyers United with service?

A: No.

Q: What services are provided by Buyers United?

A: Buyers United proposes to offer resold long distance telephone services, primarily 1+ equal access calling, calling cards and toll free access calling to customers throughout the State of Illinois.

Q: How does Buyers United involve itself in the billing cycle of its customers?

A: Buyers United bills its customers directly.

Q: How does Buyers United handle customer complaints?

A: We have a Customer Service Department and a 24-hour toll free customer service number. Customer inquiries regarding service or billing may be made in writing or by telephone. Buyers United's customer service personnel will respond either in person or via telephone as soon as possible but no later than 24 hours from receipt of inquiry.

Address and Toll-Free Number of Customer Service Department:

Buyers United, Inc.
14870 South Pony Express Drive
Bluffdale, UT 84065
Toll-free: (800) 363-6177

Q: Have you had any complaints?

A: No, we haven't.

Q: How long has Buyers United been in business?

A: Buyers United was incorporated in the state of Delaware on March 15, 1999.

Q: Does Buyers United have offices in Illinois?

A: No.

Q: Why has Buyers United filed this Application?

A: Buyers United's telecommunications offering will be beneficial to business users and residential customers across the nation. Buyers United desires to obtain state certification

in all states in order that its intrastate service offerings comply with all state regulatory requirements.

Q: Will Buyers United provide intraLATA service?

A: Yes.

Q: Does Buyers United provide conventional or alternative operator services?

A: No.

Q: Does Buyers United provide payphone service?

A: No.

Q: Will Buyers United serve residential users?

A: Yes. Buyers United will market and sell to residential users under the d/b/a buyersonline. Buyers United will market and sell to business users under the d/b/a United Carrier Networks. Both d/b/a names are duly registered with the Commission.

Q: Is Buyers United certified or otherwise authorized to provide intrastate resale services of the type described herein in any other states?

A: Yes. As reflected in Exhibit 4 of its Application, Buyers United is certified to offer service in ⁴⁰~~36~~ states. It is in the process of applying for certification in all states that require certification.

Q: Do you believe that your principal managerial and technical personnel have the qualifications and technical ability necessary to provide the proposed intrastate services?

A: Yes I do. Attached to this testimony as Attachment 1 are the resumes of principal managerial personnel. Buyers United has competent and experienced management. Through its close relationships to its underlying carriers, Buyers United also has access to

the technical personnel necessary to provide successful and continuous telecommunications services in Illinois.

Q: Does Buyers United have the financial qualifications to operate as a carrier in Illinois?

A: Yes. As reported in Buyers United's Form 10-KSB filed with the Securities and Exchange Commission (and attached to the company's Application at Exhibit 7), the company generated over \$30 million in telecommunications and non-telecommunications revenues in 2002.

Q: In your opinion, why is Buyers United's service in the public interest?

A: Buyers United's proposed service will provide alternative services of the highest quality, will provide increased consumer choice in billing options, and will offer increased diversification and increased reliability of communications services. Our service offerings will enhance competition for telecommunications services in this state because the addition of another supplier of telephone service will increase competition in terms of price and quality of service for the business of telephone service consumers.

Q: Does Buyers United currently offer intrastate telecommunications services in Illinois?

A: Buyers United will not market or offer intrastate telecommunications service until certified.

Q: Does this complete your prefiled testimony in support of your Application?

A: Yes, it does.

Q: Will you remain available to respond to any additional questions from the Commission or its staff about your Application or company if necessary?

A: Yes.

AFFIDAVIT

State of Utah)
) ss.
County of Salt Lake)

Kimm Partridge, being duly sworn, deposes and says: that she is the Secretary of Buyers United, Inc.; that she has read the foregoing Pre-filed Testimony and knows the contents thereof, and that the same is true of her knowledge except as to the matters therein stated upon information and belief; and as to those matters he believes them to be true; and that she consents to the Pre-filed Testimony being used as evidence in this proceeding.

Kimm Partridge
Kimm Partridge

Subscribed and sworn to before this 14 day of MAY, 2003.

Darryl D. Dobson
Notary Public

My commission expires: AUGUST 24, 2004

